

CUSTOMER INFORMATION SHEET

This document provides only key information about your policy. Please refer to the policy document for detailed terms and conditions.

Sl No	Title	Description	Policy/ Clause No.
1	Product Name	Reliance Standard Fire and Special Perils Policy	
2	Unique Identification Number (UIN) allotted by IRDAI	IRDANI03RP0001V01200102	
3	Policy No.		
4	Structure	<p>The policy covers Plinth and foundations, Building, Plant and Machinery, Furniture, Fixture and Fittings and any other contents on Reinstatement Value / Market Value Basis</p> <p>Basis of valuation for Stocks:</p> <ul style="list-style-type: none"> a) For raw material: Market Value Basis b) For stock in process: Market Value Basis c) For finished stock: Market Value Basis <p>Bullion or unset precious stones, any curios or works of art or obsolete machinery and the like are to be covered on Agreed Value basis subject to a Valuation Certificate acceptable by Insurance Company</p> <p>The sum insured would be maximum liability for any single event.</p>	-
5	Interests Insured	The insured can cover building including plinth, Basement and additional structures like internal roads, security sheds, power lines, if any with Plant & Machinery, Furniture & Fixtures, Fittings and other equipment, Raw Materials, Stock in Process, Finished Stock etc. at insured risk location. The stock in open at insured premises with stock accepted for job-works or held in trust can also be covered.	-
6	Sum Insured	<ul style="list-style-type: none"> • Building including plinth, Basement and additional structures - Rs. _____ • Plant & Machinery - Rs. _____ • Furniture, Fixtures, Fittings & other equipments - Rs. _____ • Stock Rs. _____ • Other Contents - Rs. _____ • Total Policy Sum Insured - Rs. _____ <p>This policy covers all occupancies (other than dwellings) for the total value at risk across all insurable assets at any one</p>	-

		location if more than Rs.50 Crore at the policy commencement date	
7	Policy Coverage	<p>This policy provides cover for physical loss or damage, or destruction caused to Insured Property by the following unforeseen events / perils:</p> <ul style="list-style-type: none"> • Fire • Lightning • Explosion/Implosion • Aircraft Damage • Riot, Strike and Malicious Damage • Storm, Cyclone, Typhoon, Tempest, Hurricane, Tornado, Flood and Inundation • Impact Damage • Subsidence and Landslide including Rock slide • Bursting and/or overflowing of Water Tanks, Apparatus and Pipes • Missile Testing operations • Leakage from Automatic Sprinkler Installations • Bush Fire 	Refer Policy wording
8	Add-on Cover	<p>In addition to insured loss payable, we will also provide your following covers/ pay listed expenses, if incurred :</p> <ul style="list-style-type: none"> • Architects, Surveyors and Consulting Engineers Fees (in excess of 3% claim amount) – Rs. _____ • Removal of Debris (in excess of 1% claim amount) – Rs. _____ • Deterioration of Stocks in Cold Storage premises due to accidental power failure consequent to damage at the premises of Power Station due to an insured peril – Rs. _____ • Deterioration of stocks in cold storage premises due to change in temperature arising out of loss or damage to the cold storage machinery(ies) in the Insured's premises due to operation of insured peril – Rs. _____ • Forest Fire – Rs. _____ • Impact Damage due to Insured's own Rail/Road Vehicles, Fork lifts, Cranes, Stackers and the like and articles dropped therefrom – Rs. _____ • Spontaneous Combustion – Rs. _____ • Omission to Insure additions, alteration or extensions – upto _____% of sum insured excluding stocks • Earthquake (Fire and Shock) – Rs. _____ • Spoilage Material Damage Cover – Rs. _____ • Leakage And Contamination Cover – Rs. _____ <ul style="list-style-type: none"> – Where the tanks are within the Insured's own premises 	-



		<ul style="list-style-type: none"> - Where the tanks are located elsewhere • Temporary Removal of Stocks Clause- Rs. _____ • Loss Of Rent clause – Rs. _____ • Insurance Of Additional Expenses of Rent For An Alternative Accommodation – Rs. _____ (Nos. of months ___ & Rent per month Rs. _____) • Start up Expenses – Rs. _____ • Terrorism – Rs. _____ • 72 hours Clause • Restoration of records, plan, documents – Rs. _____ • Acquired Companies • Deliberate Damage – Rs. _____ • Demolition & Increased Cost of construction – Rs. _____ • Expediting Expenses – Rs. _____ • Property not on Insured Premises – Rs. _____ • Vessel Impact to Jetty – Rs. _____ • Multiple Insured Clause • Technological Advancement – Rs. _____ • Shut Down/Start Up expenses – Rs. _____ • Contamination and commingling of Stock – Rs. _____ • Immediate Repairs – Rs. _____ • Loss Payee Clause – Rs. _____ • Non-Vitiation Clause • Additional Insured (to be named in schedule) 	
9	Loss Participation/ Deductible applicable	<p>This is an amount which the policyholder will have to bear in any claim. Only the loss amount that exceeds the deductible, is payable by the insurer.</p> <ul style="list-style-type: none"> • For other than Terrorism Claims : As per policy schedule depending on the total sum insured at each location • Terrorism Claims: As per excess as per Sabotage and Terrorism Damage Cover Endorsement wording as provided by Indian Market Terrorism Risk Insurance Pool 	-
10	Exclusions	<p>We do not cover losses and expenses as a result of or is caused by or arising from events, stated below:</p> <ul style="list-style-type: none"> • This Policy does not cover (not applicable to policies covering dwellings). The Excess shall apply per event per insured. • Loss, destruction or damage caused by war, invasion, act of foreign enemy hostilities or war like operations (whether war be declared or not), civil war, mutiny, civil commotion assuming the proportions of or amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power. 	Refer "Exclusions" of policy wording



		<ul style="list-style-type: none"> • Loss, destruction or damage directly or indirectly caused to the property insured by <ol style="list-style-type: none"> a) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel b) the radio active toxic, explosives or other hazardous properties of any explosive nuclear assembly or nuclear component thereof • Loss, destruction or damage caused to the insured property by pollution or contamination excluding - <ol style="list-style-type: none"> a) pollution or contamination which itself results from a peril hereby insured against. b) any peril hereby insured against which itself results from pollution or contamination • Loss, destruction or damage to bullion or unset precious stones, any curios or works of art for an amount exceeding Rs. 10000/-, goods held in trust or on commission, manuscripts, plans, drawings, securities, obligations or documents of any kind, stamps, coins or paper money, cheques, books of accounts or other business books, computer systems records, explosives unless otherwise expressly stated in the policy. • Loss, destruction or damage to the stocks in Cold Storage premises caused by change of temperature. • Loss, destruction or damage to any electrical machine, apparatus, fixture, or fitting arising from or occasioned by over-running, excessive pressure, short circuiting, arcing, self heating or leakage of electricity from whatever cause (lightning included) provided that this exclusion shall apply only to the particular electrical machine, apparatus, fixture or fitting so affected and not to other machines, apparatus, fixtures or fittings which may be destroyed or damaged by fire so set up. • Expenses necessarily incurred on (i) Architects, Surveyors and Consulting Engineer's Fees and (ii) Debris Removal by the Insured following a loss, destruction or damage to the Property insured by an insured peril in excess of 3% and 1% of the claim amount respectively. • Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever. • Loss, or damage by spoilage resulting from the retardation or interruption or cessation of any process or operation caused by operation of any of the perils covered. • Loss by theft during or after the occurrence of any insured 	
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		<p>peril except as provided under Riot, Strike, Malicious and Terrorism Damage cover.</p> <ul style="list-style-type: none"> Any Loss or damage occasioned by or through or in consequence directly or indirectly due to earthquake, Volcanic eruption or other convulsions of nature. Loss or damage to property insured if removed to any building or place other than in which it is herein stated to be insured, except machinery and equipment temporarily removed for repairs, cleaning, renovation or other similar purposes for a period not exceeding 60 days. Terrorism Damage Exclusion Warranty (if terrorism cover is not opted) 																					
11	Special Conditions and Warranties (if any)	<ul style="list-style-type: none"> Class of Construction Warranty, if the type of construction is not Kutcha 	-																				
12	Admissibility of Claim	<p>Broad principle of admissibility/denial of claims:</p> <ul style="list-style-type: none"> Premium - 64 VB should be complied Property - Subject matter of claim should be covered under the policy Person - Individual or entity named in the policy should have insurable interest in the property insured Place - Risk location should be covered under the policy Peril - Cause of loss should be covered under the policy Period - Loss should occur within the policy period as specified in the policy Policy terms and conditions - Coverage/Exclusions as per policy wordings <p>Sample Claim Calculation Sheet:</p> <table border="1"> <thead> <tr> <th>Description</th> <th>Amt. In Lakhs Rs.</th> </tr> </thead> <tbody> <tr> <td>Loss Amount (Assessed Loss)</td> <td>10.00</td> </tr> <tr> <td>Less : Depreciation @ 5% (Applicable as per elapsed life of asset and to be deducted in case of the claim settlement on Market Value basis)</td> <td>0.50</td> </tr> <tr> <td>Assessed Loss net of Depreciation</td> <td>9.50</td> </tr> <tr> <td>Less : Salvage (Actual realised value of salvage)</td> <td>0.10</td> </tr> <tr> <td>Assessed Loss net of salvage</td> <td>9.40</td> </tr> <tr> <td>Less : Under Insurance @17.5%</td> <td>1.65</td> </tr> <tr> <td>Gross Adjusted Loss</td> <td>7.75</td> </tr> <tr> <td>Less : Excess</td> <td>0.39</td> </tr> <tr> <td>NET ASSESSED LOSS</td> <td>7.36</td> </tr> </tbody> </table>	Description	Amt. In Lakhs Rs.	Loss Amount (Assessed Loss)	10.00	Less : Depreciation @ 5% (Applicable as per elapsed life of asset and to be deducted in case of the claim settlement on Market Value basis)	0.50	Assessed Loss net of Depreciation	9.50	Less : Salvage (Actual realised value of salvage)	0.10	Assessed Loss net of salvage	9.40	Less : Under Insurance @17.5%	1.65	Gross Adjusted Loss	7.75	Less : Excess	0.39	NET ASSESSED LOSS	7.36	-
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13	Policy Servicing - Claim Intimation and Processing	<p>If you suffer a loss because of an Insured Event/ peril, for claims intimation, you can :</p> <ul style="list-style-type: none"> • Call Center Landline No. : 022-48903009 (Paid) or WhatsApp No : 7400422200 • Email us at : rgicl.services@relianceada.com • Communicate with us through our Company Website : https://www.reliancegeneral.co.in/ • Contact following designated company officials: <table border="1" data-bbox="683 589 1294 1021"> <tr> <td>North Zone : Mr. Santosh Kushwaha(ZCM) Email: santosh.kushwaha@relianceada.com</td> </tr> <tr> <td>South Zone : Mr. Vamsi Krishna(ZCM) Email: vamsi.kottapalli@relianceada.com</td> </tr> <tr> <td>West Zone : Mr. Sushant Meher(ZCM) Email: sushant.meher@relianceada.com</td> </tr> <tr> <td>East Zone : Mr. Dhruva Roy(ZCM) Email: dhruva.roy@relianceada.com</td> </tr> </table> <ul style="list-style-type: none"> • Turn Around Time (TAT) for claims settlement - The insurer shall decide on the claim within seven days of receipt of the survey report. This condition will not apply in case of claims on the property/building insured on reinstatement value basis. • Escalation Matrix : When TAT is not satisfied, you can contact : <table border="1" data-bbox="683 1346 1294 1774"> <tr> <td>North Zone : Mr. Prateek Sinha Email : prateek.sinha@relianceada.com</td> </tr> <tr> <td>South Zone : Mr. Praveen Singh Email: Praveenkumar.singh@relianceada.com</td> </tr> <tr> <td>West Zone : Mr. Ashish Awasthi Email: ashish.awasthi@relianceada.com</td> </tr> <tr> <td>East Zone : Mr. Lokesh Pandraju Email: lokesh.pandraju@relianceada.com</td> </tr> </table> 	North Zone : Mr. Santosh Kushwaha(ZCM) Email: santosh.kushwaha@relianceada.com	South Zone : Mr. Vamsi Krishna(ZCM) Email: vamsi.kottapalli@relianceada.com	West Zone : Mr. Sushant Meher(ZCM) Email: sushant.meher@relianceada.com	East Zone : Mr. Dhruva Roy(ZCM) Email: dhruva.roy@relianceada.com	North Zone : Mr. Prateek Sinha Email : prateek.sinha@relianceada.com	South Zone : Mr. Praveen Singh Email: Praveenkumar.singh@relianceada.com	West Zone : Mr. Ashish Awasthi Email: ashish.awasthi@relianceada.com	East Zone : Mr. Lokesh Pandraju Email: lokesh.pandraju@relianceada.com	-
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14	Grievance Redressal and Policyholders Protection	<p>While the company takes utmost care to ensure all our touchpoints are trained to ensure qualitative delivery, in case of any lapse from our members, we request you to report it to our front end unit by:</p> <ul style="list-style-type: none"> • Calling on phone number: 22 4890 3009 or writing email at: rgicl.services@relianceada.com • Visiting any of our nearest branch • Writing to us at : Reliance General Insurance, Correspondence Unit, 2nd & 3rd Floor, Winway Building, 11/12, Block No-4, Old No-67, South Tukoganj, Near Madhumilan Square, Indore, Madhya Pradesh, India – 452001 <p>In case you are not pleased with the response received from one of the above mentioned touch points or there is a delay from our side, you may contact our Grievance Officer at rgicl.grievances@relianceada.com.</p> <p>The list of our Grievance Redressal Officers is available at our website - https://www.reliancegeneral.co.in/downloads/GRO_details_of_active_branches_Final.pdf</p> <p>Even after this, if you are not satisfied with the response received from our Grievance Officer, you may write to our Head of Grievance at rgicl.headgrievances@relianceada.com.</p> <p>Still, if you are not happy with the response received from the company, you may contact Insurance Ombudsman for redressal of grievance as per Insurance Ombudsman rules 2017. List of Ombudsman offices is mentioned in annexure attached to the policy schedule or you may visit its website@ https://cioins.co.in/ombudsman.</p> <p>Grievances can also be registered at IRDAI's Bima Bharosa portal at https://bimabharosa.irdai.gov.in/ or by calling Toll Free Number 155255 (or) 18004254 732 or by sending an e-mail at complaints@irdai.gov.in or by writing to General</p>	-
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		Manager, Insurance Regulatory and Development Authority of India (IRDAI), Consumer Affairs Department - Grievance Redressal Cell, Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad-500032	
15	Obligations of the Policyholder	<p>You must:</p> <ul style="list-style-type: none"> state all and true information about yourself, your property and your business when you submit a proposal ensure that unauthorised persons do not occupy Your premises and whenever your premises is unoccupied ensure that all security procedures are in force inform to us change in circumstances such as change in nature of business or process, premises or any part of it no longer be solely occupied by You, premises remain unoccupied for 30 days or more, you change the use of premises or building make true and full disclosure in your claim and documents supporting the claim make a claim when you suffer loss, and follow the claim procedure give us full co-operation for investigating the claim that you will make 	-

Declaration by the Policyholder:

I have read the above and confirm having noted the details.

Place:

Date:

(Signature of the Policyholder)

Note:

- i. The product related documents including the Customer Information sheet are available on our Company website at : [Download Insurance Proposal Form, Policy Wording, Brochures \(reliancegeneral.co.in\)](#)
- ii. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.

